

Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

				<i>Complete if Known</i>	
				Application Number	
				10/673,115	
				Filing Date	
				September 26, 2003	
				First Named Inventor	
				Andrew D. Flockhart	
				Art Unit	
				3623	
				Examiner Name	
				Neil R. Kardos	
Sheet	1	of	2	Attorney Docket Number	
				4366-108	

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number Number-kind Code ² (<i>if known</i>)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	1	6,687,257	02/03/04	Balasubramanian	
	2	7,142,666	11/28/06	Bates et al.	
	3	7,373,309	05/13/08	Nishikawa et al.	
	4	2008/0275751	11/06/08	Flockhart et al.	
	5	2008/0275752	11/06/08	Flockhart et al.	
	6	2008/0275766	11/06/08	Flockhart et al.	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ ; Number ⁴ ; Kind Code ⁵ (<i>if known</i>)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
	7	EP 1246097	10/02/02	BRITISH TELECOMM		
	8	JP 2002-297900	10/11/02	IBM JAPAN		(Believed to correspond to US7373309 disclosed herein)
	9	JP H7-005907	01/10/95	TOYO CHEMICALS CO LTD		

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

Examiner Initials*	Cite No. ¹	
	10	Judge et al., Agent-enhanced workflow, BT Technologies Journal, Vol. 16 No.3, 1998.
	11	Evenson et al., Effective Call Center Management: Evidence from Financial Services, The Wharton Financial Institutions Center, January 1999.

Examiner Signature	Date Considered
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*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

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	12	Official Action for Canadian Patent Application No. 2469404, mailed November 13, 2008 (Attorney's Ref. No. 4366-108-CA)
	13	Examiner's Office Letter (including translation) for Japanese Patent Application No. 2004-276811, mailed October 20, 2008 (Attorney's Ref. No. 4366-108-JP)

Examiner Signature		Date Considered
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